

## **Ticketing Policy**

All tickets and reservations for Scranton Shakespeare Festival events are subject to the conditions of this ticketing policy. By reserving and/or purchasing a ticket, you, the ticket holder, and those attempting to use reserved tickets to gain entry into a Scranton Shakespeare Festival event, are agreeing to abide by the terms and conditions herein. Failure to comply with these terms and conditions may result in removal from the premises, a ban from future SSF events or the involvement of law enforcement.

### **ARTICLE 1 : ONLINE TICKETING**

**1.1** The Scranton Shakespeare Festival has one ticketing outlet for online reservations. This can be found on our website at [www.scrantonshakes.com](http://www.scrantonshakes.com). Scranton Shakespeare Festival will not honor tickets purchased through third party vendors.

**1.2** General access to tickets begins two weeks prior to the opening of the first show of the season. The online system will remain open until the last show of the season.

**1.3** Scranton Shakespeare Festival cannot guarantee that the online ticketing system will be available at all times. There may be times when maintenance, technical difficulties or other unforeseen circumstances makes the system unavailable. Please book early to avoid disappointment.

### **ARTICLE 2 : RESERVATIONS & PAYMENT**

**2.1** All reservations, though confirmed, may be subject to changes or cancellations by Scranton Shakespeare Festival management due to operational reasons at any time. If a change or cancellation is necessary, you will be notified via the email address supplied during booking.

**2.2** To be eligible for a free ticket to a Scranton Shakespeare Festival performance. The following criteria must be met:

- A valid full name must be given by at least one member of the party.
- A valid email address must be given by at least one member of the party.

**2.3** For tickets with an associated cost, all transactions are non-refundable. Scranton Shakespeare Festival will not refund transactions unless an event has been cancelled by our organization and is not being rescheduled.

**2.4** Unattended reservations may result in the cancellation and/or future restriction of any other bookings made for Scranton Shakespeare Festival events. Please contact the box office to notify and cancel reservations you will not be using **at least 3 hours prior** to show time.

### **ARTICLE 3 : AT THE THEATRE**

**3.1** Those entering an SSF performance venue agree to abide by all signs, posted placards and instructions from SSF staff.

**3.2** Bags may be inspected upon arrival. Luggage, shopping bags and other large packages that will not fit comfortably with you at your seat will not be allowed inside the theatre. There is no coat/bag check area. Do not leave your personal bags (purses, backpacks) unattended at any time.

**3.3** The recording and/or photographing of any Scranton Shakespeare Festival performance is strictly prohibited. Violations to this policy may result in a criminal prosecution under copyright law.

**3.4** Scranton Shakespeare Festival does not operate a dress code policy. For all performances, attire should be comfortable and appropriate for the occasion.

**3.5** All persons entering a performance venue must have a ticket except children under 3 who will be seated on someone's lap.

**3.6** Late seating is never guaranteed to any performance operated by Scranton Shakespeare Festival. The seating procedure for latecomers varies by performance and by seat section. Late patrons will be seated if appropriate, and always at the discretion of the House Manager. Please arrive in plenty of time to avoid being turned away.

**3.7** Failure to check-in to a performance at least 10 minutes prior to the performance start time may result in your tickets being forfeited and reallocated.